

TRAFFIC MANAGER
GS-2130-10

HOUSEHOLD GOODS

INTRODUCTION

This position is located in the Quality of Life Division, Personal Property Branch, Naval Air Station Lemoore, CA. The incumbent is the Personal Property branch supervisor and the Transportation Officer directly responsible for Personal Property (Household Goods) for Naval Air Station Lemoore, servicing Kings, Tulare and Fresno county areas.

Incumbent directs, plans, and coordinates the use of the transportation system for the movement of household goods by all modes of transportation, commercial and military, in worldwide logistical support of DoD military and civilian personnel. Serves as the technical advisor for command elements located in the tri county area on household goods transportation policy and the movement of household goods worldwide. Develops and provides household goods transportation and traffic management data encompassing procurement and contract distribution support. Additionally, administers household goods traffic management programs and procedures utilizing the Transportation Operational Personal Property Standard System (TOPS).

MAJOR DUTIES AND RESPONSIBILITIES

Incumbent plans and directs the household goods transportation and traffic management functions and is responsible for administering a broad personal property program for all DoD military and civilian personnel within the tri-county area. Coordinates the utilization of DoD worldwide programs, procedures, reports, standards, and criteria governing the acquisition of services required to move, store, and handle personal property to include outbound shipments, entitlements counseling, non-temporary storage, inbound shipments, storage-in-transit, claims, quality control and inspection for the tri-county area utilizing the automated Transportation Operation Personal Property System (TOPS). Reviews and approves carrier bills and services, and determines legitimacy of supplemental carrier bills. Ensures new arrivals and departing personnel are provided efficient, courteous service and complete entitlements information involving moving, storage, delivery and inspection of personal property. Provides guidance for other related functions, such as procurement of contractual services, packing and crating, use of containerized shipping devices, and up-to-date knowledge of international laws of exclusion of certain types of hazardous materials with personal effects. Provides training, establishes objectives and establishes deadlines to obtain the most economical service with the lowest overall transportation costs. Reviews reports, prepares and submits official documentation to declare carrier default or disqualification.

Incumbent is designated as the Contracting Officer's Technical Representative (COTR), and functions as the technical representative of the contracting officer in the administration of the Packing, Containerization, and Local Drayage Contracts. Assures quality by providing technical direction as necessary with respect to the specifications of the performance work statement, monitoring the progress, cost, and quality of contractor performance, and certifying invoices. As Cash Collection Agent, incumbent is responsible for arranging for collection and disposition of monies from members for cost of services in excess of that authorized at government expense and from carriers in payment of loss and damage claims.

Represents the command at seminars, formal meetings with representatives of MTMC, NAVSUP, NRPD, NRCC, NAVMATO, DOD, etc., and maintains close liaison with these offices in resolving controversial matters involving technical and legal aspects of problems outside the jurisdiction of the position. Plans and conducts meetings with the carrier industry to keep local representatives apprised of local command and DOD policies and requirements and resolves problems of mutual concern. Provides technical guidance and direction of all matters relating to eligibility of carrier warehouse facilities, services required, and rates. Acts as arbitrator for the command in settling disputes involving interpretation of coordinating regulations.

Incumbent carries out Equal Employment Opportunity (EEO) policies and communicates support of these policies to subordinates. Assures equality in determining qualifications, selections, assignments, training, promotions, details, disciplinary actions, and awards to employees. Cooperates and participates fully in the developments of an EEO Affirmative Action Plan and efforts regarding staffing, motivation, and training to develop

all employees. Ensures minorities and women are considered for training opportunities and are also nominated/appointed during the development and execution of policies affecting civilian personnel.

The incumbent supervises employees assigned to the Branch. Plans work to be accomplished by staff, determines priorities and assigns work accordingly; provides advice and assistance to ensure timely and accurate accomplishment of work. Prepares performance standards and evaluates performance. Approves or recommends awards. Determines developmental and training needs; provides or arranges needed development and training. Interviews candidates and makes selections. Hears and resolves complaints and grievances. Effects disciplinary actions and/or recommends action for serious infractions. Identifies ways to improve production and increase the quality of the work directed; creates an environment where employees are encouraged to continuously propose process improvements. Provides a work environment that promotes equal employment opportunity and safe work practices; empowers staff to continuously improve services, teamwork, and innovation and to eliminate bottlenecks and barriers to production and service delivery.

KNOWLEDGE REQUIRED BY THE POSITION

Thorough knowledge of Interstate Commerce Law, California Public Utilities Commission Law, Federal and Commercial Traffic Management Regulations and practices in order to effectively manage a worldwide personal property program.

Knowledge of service tenders, tariffs, storage practices, storage contracts, transportation facilities, equipment and laws and regulations governing the processing of concurrent claims and entitlements.

Ability to diplomatically and tactfully resolve disagreements which inevitably arise in personal transactions to exercise sound judgement, firmness and foresight.

Possess and apply a high degree of traffic management skills, knowledge, and administrative ability to direct the personal property program.

Ability to analyze and interpret a variety of data contained in written directives from higher authority, relate them to local operations and make decisions in cases not specifically covered by established guides or precedents.

Knowledge of TOPS mechanized systems, and International Traffic Distribution and Evaluation System Programs and software.

Capability to logically develop and clearly convey thought via all means of communications.

SUPERVISORY CONTROLS

The Family Service Center Division Director provides general overall guidance on policy. Incumbent works on own assigned area of responsibility and is expected to complete work individually. Incumbent operates on own initiative in carrying out the functions of the position; determines the approach to be taken and the methodology to be used. The incumbent keeps the supervisor informed of progress, potential controversial matters, or far-reaching implications. Results of the work are considered as technically authoritative and are normally accepted without change.

GUIDELINES

Written guides include directives and policies published by NAVSUP, OPNAV, NAVCOMPT, CINCPACFLT, COMNAVAIRPAC, NAVMTO, MTMC, DOD, carriers, Interstate Commerce Law, and military traffic management regulations governing contracts, and other higher authority. Guides are broadly stated/nonspecific and must be adapted to NAS Lemoore.

COMPLEXITY

Involves a vast array of functions and processes which are extremely complex and which require innovative thinking, novel solutions, exceptional ingenuity, and seasoned judgement. Analyzes, develops, and/or modifies procedures and techniques or devises problem resolutions to accommodate changes in missions and goals.

SCOPE AND EFFECT

Solutions and procedures developed have a pronounced, direct effect on a wide range of processes at NAS Lemoore, are vital to the mission of the Naval Air Station, and directly impact on fleet operational readiness.

PERSONAL CONTACTS

Initiate and maintain effective personal contacts and relationships with representatives of NAVSUP, carriers, NAVMTO, Federal and State regulators and agencies, Naval Air Stations, Fleet and Type Commanders, commercial tenders, and NAS Lemoore tri-county commands.

PURPOSE OF CONTACTS

To consult with, influence, motivate, and provide advisory service to individuals and groups relative to household storage and transportation management and related programs; coordinate on interpretation and changes needed to implement externally tasked procedures locally; submit views and recommendations on Level-II air station logistics support transportation procedure, gaining agreement with recommendations, of achieve a compromise/alternative.

The work is sedenary

WORK ENVIRONMENT

An office setting.

Requires motor vehicle operator's license.

Confidential clearance required.